

Wyvern Health Partnership – Questions & Answers

Why are these GP practices in Swindon entering into a “Super Partnership”?

GP practices are under considerable cost pressures and experiencing increasing demand on their services. In this climate, it was important for us to change the way that we operate.

This new partnership will improve the way we work and use our financial resources, and enable us to attract, retain and develop GPs, other clinical staff and support staff, by offering exciting career opportunities.

The practices will work together to develop services, share best practices and collaborate on initiatives.

Which practices are in scope?

The Wyvern Health Partnership incorporates: Merchiston Surgery, Kingswood Surgery, Hawthorn Medical Centre, Lawn Medical Centre, Ridgeway View Family Practice, Old Town Surgery and Priory Road Medical Centre.

My practice is not listed; will it come into scope in the future?

There are no current plans to extend the Wyvern Health Partnership, but we will continue to work with other practices across Swindon as we do now.

What is the impact on patients?

The creation of the Wyvern Health Partnership will ensure that we continue to operate in the best interests of our patients who are at the centre of everything we do.

Patients will continue to be supported at the practice where they are currently registered.

By using our financial resources more effectively, we can invest more money and resources into our patient services and care. Over time, the practices will also work together to broaden the services that we provide to our patients.

How will I be able to make an appointment?

You will continue to make your appointments as you do now by contacting your current practice.

Will there be a new telephone number for the partnership?

Not at present. Please continue to use the current phone numbers you have for your practice.

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Will existing practices close?

There are no plans to close any of the existing practices, and patients will continue to be supported at the practice where they are currently registered.

Will any staff lose their jobs?

No, there are no plans for any member of staff to lose their jobs due to the creation of this partnership.

What area will the new practice cover?

Each practice will cover their existing practice area, which is detailed on their website.

Will the new partnership have a single website?

Eventually yes, but each practice will retain their own website for the time being.

What will happen to my medical records?

Your medical records will continue to be held by your current practice.

Will you still offer the same services?

Yes, each practice will continue to offer the same services, and over time the practices will work together to broaden the services that we provide to our patients.

Will joining a larger partnership, mean losing the feel/approach of a smaller one?

We will work hard to retain the same personal approach as always at each practice, while being part of a larger partnership

How can patients get involved with these changes and support their practice?

The new partnership will involve patients in these exciting changes and will provide regular updates through the local Patient Participation Groups, details of which can be found at your local practice.

Information will also be available on your practice website, in practice newsletters and through the Patient Participation Group.

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DOCUMENT CONTROL

Revision history

Version	Date	Amended By	Summary of changes
0.1	5 th March 2018	Mark Hopkins	Initial draft, input from Ben Adams and PM, plus previous Q&As

Document approval

This document requires the following approvals. ('Approved' assumes review undertaken prior to approval).

Version	Name	Title	Approval Status (Pending/Approved)	Date
	Dr Steve Sewell	For WHP Steering Board	Pending	
	Ruth Atkins	Head of Communication & Engagement, Swindon CCG	Pending	

Document reviews

This document has been reviewed by the following people, in addition to those listed above.

Version	Date	Name	Title
0.1	6 th March 2018	PMs	Practice Managers
0.1	6 th March 2018	GP Partners	WHP Steering Board